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**Training for Experienced EEO Counselors and Investigators  
November 13-15, 2002  
Columbia, South Carolina**

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**Agenda**

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**Wednesday, November 13, 2002**

8:00 - 8:30 A.m.	<b>Registration</b>
8:30 - 8:45 A.m.	<b>Welcome and Introductions</b>
8:45 - 9:00 A.m.	<b>Review of Eeo Process and Timetable</b>
9:00 - 9:15 A.m.	<b>Welcoming Remarks</b>
9:15 - 10:15 A.m.	<b>Legal Updates – Panel Discussion</b>
10:15 - 10:30 A.m.	<b>Break</b>
10:30 - 11:00 A.m.	<b>New EEO Policies and Practices</b>
11:00 - 11:30 A.m.	<b>Alternative Dispute Resolution (ADR)</b>
11:30 - 12:00 P.m.	<b>Sanctions, Remedies, and Attorneys' Fees</b>
12:00 - 1:30 P.m.	<b>Lunch</b>
1:30 - 1:45 P.m.	<b>The Development of an Impartial and Appropriate Evidentiary Record</b>
1:30 - 2:00 P.m.	<b>E-filing – the Brand New Way of Filing EEO Pre-complaints</b>
1:45 - 2:15 P.m.	<b>EEO Investigators' Responsibilities and Review of the New Authorization Letter</b>
2:00 - 2:15 P.m.	<b>EEO Counselors' Responsibilities</b>
2:15 - 2:35 P.m.	<b><u>Pre-complaint Process:</u> Jurisdictional Information – Claim(s) and Basis(es) of Discrimination and Timeliness</b>
2:15 - 2:45 P.m.	<b>Special Considerations:</b>

1. Issues Attendant to Fragmentation
2. Jurisdictional Issues
3. Continuing Violation Issues

2:35 - 2:55 P.m.	<b><u>Pre-complaint Process: the Inquiry</u></b>
2:45 - 3:00 P.m.	<b>The Investigative Plan</b>
2:55 - 3:05 P.m.	<b><u>Pre-complaint Process: Election of Forum</u></b>
3:00 - 3:15 P.m.	<b>Break</b>
3:05 - 3:15 P.m.	<b><u>Pre-complaint Process: How to Explain Alternative Dispute Resolution (Adr) to the Aggrieved Person</u></b>
3:15 - 3:30 P.m.	<b>Break</b>
3:15 - 3:45 P.m.	<b>Case Study – Workshop on Preparing the Investigative Plan</b>
3:30 - 5:00 P.m.	<b>Role Play Exercise – Interviewing the Aggrieved Person</b>
3:45 - 4:00 P.m.	<b><u>Conducting the Investigation: How to Effectively Interview the Complainant</u></b>
4:00 - 5:15 P.m.	<b>Role Play Exercise – Interviewing the Complainant</b>
5:15 - 5:30 P.m.	<b>Class Discussion</b>
5:30 P.m.	<b>Recess</b>
5:30 - 6:30 P.m.	<b>Reception</b>

**Thursday, November 14, 2002**

8:30 - 8:45 A.m.	<b>Review of the Role Play Exercise</b>
8:30 - 10:00 A.m.	<b>Role Play Exercise – Interviewing the Relevant Management Official</b>
8:45 - 9:00 A.m.	<b><u>Conducting the Investigation: How to Effectively Interview Management Officials</u></b>
9:00 - 10:00 A.m.	<b>Role Play Exercise – Interviewing Management Officials</b>

10:00 - 10:15 A.m.	<b>Class Discussion</b>
10:15 - 10:30 A.m.	<b>Break</b>
10:30 - 11:00 A.m.	<b>Class Discussion</b>
10:30 - 10:45 A.m.	<b><u>Pre-complaint Process:</u> Resolution Attempt By Adr/mediation</b>
10:45 - 11:15 A.m.	<b><u>Pre-complaint Process:</u> Resolution Attempt By Counselor</b>
11:00 - 11:15 A.m.	<b><u>Conducting the Investigation:</u> the Rebuttal Interview</b>
11:15 - 12:15 P.m.	<b>Role Play Exercise – Resolution Attempt by Counselor</b>
11:15 - 12:15 P.m.	<b>Role Play Exercise – the Rebuttal Interview</b>
12:15 - 1:45 P.m.	<b>Lunch</b>
1:45 - 2:00 P.m.	<b>Class Discussion</b>
2:00 - 2:15 P.m.	<b><u>Conducting the Investigation:</u> How to Effectively Interview Other Witnesses</b>
2:15 - 2:45 P.m.	<b>Workshop on Preparing Resolution Agreements</b>
2:15 - 2:30 P.m.	<b><u>Conducting the Investigation:</u> Gathering Documentary Evidence</b>
2:30 - 3:30 P.m.	<b>Case Study – Workshop on Gathering Documentary Evidence</b>
2:45 - 3:00 P.m.	<b>Class Discussion</b>
3:00 - 3:15 P.m.	<b>Break</b>
3:15 - 3:30 P.m.	<b><u>Pre-complaint Process:</u> Final Interview with The Aggrieved Person</b>
3:30 - 3:45 P.m.	<b>Break</b>
3:30 - 4:00 P.m.	<b>Role Play Exercise – Final Interview with The Aggrieved Person</b>
3:45 - 4:30 P.m.	<b>Investigators’ Panel Discussion</b>
4:00 - 4:15 P.m.	<b>Class Discussion</b>

4:15 - 5:00 P.m.	<b><u>Pre-complaint Process: Writing the Counselor's Report</u></b>
4:30 - 4:45 P.m.	<b>Revised Format of the Report of Investigation</b>
4:45 - 5:00 P.m.	<b>The Organization of the Investigative File</b>
5:00 P.m.	<b>Recess</b>

**Friday, November 15, 2002**

8:30 - 9:45 A.m.	<b>Report Writing Workshop – Review of Model ROI</b>
8:30 - 9:00 A.m.	<b>Counselors' Panel Discussion</b>
9:00 - 10:00 A.m.	<b>Report Writing Workshop – Review of Model Counselor's Report</b>
9:45 - 10:15 A.m.	<b>The Investigation from the Complaint Adjudication Officer's Perspective (VideoTeleconferencing)</b>
10:00 - 10:15 A.m.	<b>Case Management for Counselors</b>
10:15 - 10:30 A.m.	<b>Break</b>
10:30 - 11:00 A.m.	<b>Roundtable Discussion of Hot Topics and Difficult Issues</b>
11:00 - 11:30 A.m.	<b>Evaluations/cle and Ceremony for Awarding Training Certificates</b>
11:30 A.m.	<b>Adjourn</b>